



Department of Administrative Services
Office of State Debt Collection
5110 State Office Building
Salt Lake City, UT 84114
801-537-9044
<http://www.debt.utah.gov/>

Service Plan

Fiscal Year 2008

The Department of Administrative Services Delivers support services of the highest quality and best value to government agencies and the public. The Office of State Debt Collection promotes maximum receipt of money to the State of Utah by effectively managing and collecting state receivables. The office was organized during Fiscal Year 1996. The enabling legislation is found in Utah Code Annotated 63A-8. This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to David Johnson III, Director, at 801-537-9044 or at davidjohnson3@utah.gov.

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Collecting and managing state receivables	a) Collecting Receivables			
		Interfaces from state agencies to OSDC Case Management System (CMS)	Interfaces are current with no backlog	100 % Cases are placed within 1 week of agency request to OSDC
		Allocate cases to 3rd party vendors, AG's Office, or OSDC staff	During Placement Process CMS allocates cases to vendors etc.	100% Cases are placed every Tuesday morning
	b) Managing Receivables			
		Monitor Performance of Collection effort	Monthly review collection success	Percentage of dollars back to the state
		Receive and Apply Money to debtor accounts	OSDC Staff applies money in a timely manner	100% error free using all accounting Policies and Procedures
		Interface to FINET to produce payments to victims and state agencies	GAX entries Weekly, (CR, & IET Entries Monthly)	Interfaces are run timely without errors
		Debt Collection Agency Reporting Tool (dcART) is available to State Agencies to Monitor Collection Processes	dcART is available and agency personnel are trained to use the system	System is "up" 100%.

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2. Develop consistent Policies, procedures, and guidelines for accounting, reporting, collecting and writing off monies owed to the state	Policies and Procedures Manual			
		Produce and Publish via internet the Statewide Policies, procedures, and Guidelines for Accounting, Reporting And Collecting Accounts Receivable	Manual is up to date and available to all agencies via OSDC web site	Updated policy is on website and re-visited annually or with FINET changes
3. Prepare quarterly and annual reports of the state's receivables	a) Quarterly Reporting			
		Produce Quarterly Receivable Reports	Quarterly Reports are received from exempt agencies and combined with FINET transactions to produce Quarterly Report	Report is available 45 days after end of quarter
	b) Annual Reporting			
		Produce Annual Receivable Reports for Governor and Legislature	Use the Quarterly Reports to produce the Annual Report. Develop narrative and distribute	Report is available to Legislature and Governor before Subsequent Legislative Session
4. Oversee and monitor state agencies receivable programs to ensure that state agencies are following established policies and procedures and collection of accounts receivable is efficient	Agency Visits			
		Visit State agencies annually to monitor and review collection programs and efforts		

What are the costs associated with each service?